

ISDH HSP Housing Service Standard

HRSA Service Definition:

Housing services provide transitional, short-term, or emergency housing assistance to enable a client or family to gain or maintain outpatient/ambulatory health services and treatment. Housing services include housing referral services and transitional, short-term, or emergency housing assistance.

Transitional, short-term, or emergency housing provides temporary assistance necessary to prevent homelessness and to gain or maintain access to medical care. Housing services must also include the development of an individualized housing plan, updated annually, to guide the client's linkage to permanent housing. Housing services also can include housing referral services: assessment, search, placement, and advocacy services; as well as fees associated with these services.

Eligible housing can include either housing that:

- Provides some type of core medical or support services (such as residential substance use disorder services or mental health services, residential foster care, or assisted living residential services); or
- Does not provide direct core medical or support services, but is essential for a client or family to gain or maintain access to and compliance with HIV-related outpatient/ambulatory health services and treatment. The necessity of housing services for the purposes of medical care must be documented.

Program Guidance

- RWHAP recipients and subrecipients must have mechanisms in place to allow newly identified clients access to housing services. RWHAP recipients and subrecipients must assess every client's housing needs at least annually to determine the need for new or additional services. In addition, RWHAP recipients and subrecipients must develop an individualized housing plan for each client receiving housing services and update it annually. RWHAP recipients and subrecipients must provide HAB with a copy of the individualized written housing plan upon request.
- RWHAP Part A, B, C, and D recipients, subrecipients, and local decision making planning bodies are strongly encouraged to institute duration limits to housing services. The U.S. Department of Housing and Urban Development (HUD) defines transitional housing as up to 24 months and HRSA/HAB recommends that recipients and subrecipients consider using HUD's definition as their standard.
- Housing services cannot be in the form of direct cash payments to clients and cannot be used for mortgage payments.
- Housing services cannot pay for rental deposits.

Key Services Components and Activities:

HSP funds payments to support emergency, transitional and short-term housing services for clients requiring intervention by housing case managers or specialists to achieve long-term housing stability. Short-term housing assistance for clients not requiring intervention for long-term stable housing may be provided through Emergency Financial Assistance (EFA). Please refer to the EFA Service Standard for more information. Key services components and activities are noted in the Service Standards below.

HSP Service Standards:

Standard	Documentation
1. Personnel Qualifications	
Services are provided by trained case managers or other professionals who possess a comprehensive knowledge of local, state, and federal housing programs and how these programs can be accessed by clients	1. Documentation of applicable experience and qualifications are in personnel files available for review
2. Eligibility Criteria	
1. Subrecipients must have established criteria for the provision of housing services that includes, at minimum: <ul style="list-style-type: none"> • Eligibility verification consistent with recipient requirements 	1. Non-medical case managers must maintain up to date eligibility records for clients according to agency protocol and in any data system required by ISDH. 2. Service providers and sub-recipients must maintain documentation of current eligibility if providing HIV services reimbursable under the RWHAP Part B Program. <ul style="list-style-type: none"> • Acceptable documentation includes a current eligibility approval letter dated within 6 months of service provision. These letters may be accessed from the client's Non-medical case management, and includes effective and end dates of eligibility and those services for which the client may enroll. 3. Documentation must be made available for review by ISDH upon request.
3. Assessment	
1. Clients receive initial brief screening to determine whether clients need one or a small number of housing payments to quickly stabilize situation vs. intervention to address long-term stability (to differentiate between need for "housing services" vs. "EFA") 2. Clients requiring "housing services" receive an assessment that includes <ul style="list-style-type: none"> • Evaluation of client's housing needs, related to the ability to gain or maintain access to HIV-related medical care, stay adherent to treatment regimens, prevent loss of housing, or alleviate homelessness • Strengths: <ul style="list-style-type: none"> ○ Resources, including monthly income and expenditures • Limitations: <ul style="list-style-type: none"> ○ Projected barriers to services • Attempts made to access other housing resources 	1. Documentation of brief assessment to differentiate "housing services" needs from "EFA" needs in client record 2. Documentation of signed and dated assessment in client record

4. Service Delivery	
<ol style="list-style-type: none"> Providers create a Housing Plan that supports stable long term housing that includes: <ul style="list-style-type: none"> Assistance in identification of housing options Re-location assistance, if indicated Initiation of Housing Opportunities for Persons With AIDS (HOPWA), if appropriate Initiation of Section VIII application, if appropriate Initiation of Shelter Plus Care application, if appropriate Housing Plan will be updated annually while receiving service, or if change in client situation warrants reassessment Progress notes will include: <ul style="list-style-type: none"> Progress made on each objective in Housing Plan Each payment made, with name of payee and amount of payment The duration of housing payments is no longer than 24 months 	<ol style="list-style-type: none"> Documentation of signed and dated Housing Plan Documentation that Housing Plan is updated at least annually Signed and dated progress notes in client record that address goals of Housing Plan Documentation of housing payments made in signed and dated client record progress notes

Subservices:

- Housing Counseling Visit
- Housing Assistance

Service Unit Definition:

- Housing Assistance = 1 payment
- Housing Counseling = 1 visit